



# Barometer of mobile Internet connections in Venezuela.

01/01/2023 - 31/12/2023



February 14, 2024



**1**

**Introducing  
nPerf**

**2**

**Executive  
summary**

**3**

**Analysis**

**4**

**Methodology**

**5**

**nPerf Network  
assessment**



### Expert in the telecom network optimization

nPerf is an independent French company based in Lyon (France). For over a decade, nPerf has been a trusted partner for both fixed and mobile operators, providing comprehensive network testing solutions and analysis. Our mission is to accurately measure, evaluate, and enhance the understanding of Internet connectivity around the world.



**300k+** tests daily  
worldwide.



**26Md+** coverage  
scans in total.



**3k+** servers all  
around the world.

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## 2. Executive Summary



The subscribers of Digitel enjoyed the best mobile Internet performances in Venezuela during 2023.

### Cellular Internet connections in Venezuela

	Digitel	Movilnet	Movistar Movil
▼ Download bitrates (Mb/s)	9.08	4.60	6.42
▲ Upload bitrates (Mb/s)	4.63	1.90	3.66
◀▶ Latency (ms)	105.71	121.69	106.98
🌐 Web browsing (%)	42.94	34.51	38.41
🎥 Youtube streaming (%)	62.83	49.66	61.61
📶 nPerf Score (nPoints)	29 242	15 788	24 040

Source : nperf.com

**DIGITEL®**

Best mobile Internet performance  
in 2023

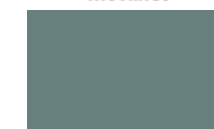


Source : nperf.com

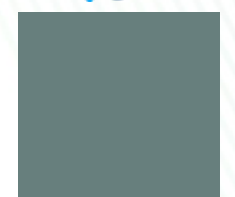
**DIGITEL®**



**movilnet**



**M**



Source : nperf.com



In the competitive arena of Venezuela's mobile market, Digitel, Movilnet, and Movistar Movil are vying for dominance, each showcasing distinct strengths and areas ripe for improvement. Their performance is evaluated based on download and upload speeds, latency, as well as browsing and streaming scores, alongside overall nPerf scores.

#### **Digitel: the uncontested leader**

Digitel clearly emerges as the market leader, outperforming its competitors across several Key Performance Indicators. With a download speed of 9 Mb/s and an upload speed of 5 Mb/s, Digitel offers the fastest mobile internet experience in the Venezuelan market. Although its latency stands at 106 ms, which leaves room for improvement, Digitel makes up for it with impressive browsing and streaming scores of 43% and 63%, respectively. These scores, coupled with a notable nPerf score of 29,242 nPoints, firmly position Digitel at the forefront of mobile internet services in Venezuela.

#### **Movistar Movil: a formidable contender**

Movistar Movil, while trailing behind Digitel, showcases commendable performance with a download speed of 6 Mb/s and

an upload speed of 4 Mb/s. Its latency, closely mirroring Digitel's, does not significantly impact the user experience, as evidenced by solid browsing and streaming scores of 38% and 62%. With an nPerf score of 24,040 nPoints, Movistar Movil establishes itself as a strong competitor, offering a well-rounded service in terms of speed, reliability, and content delivery.

#### **Movilnet: potential for growth**

Movilnet displays the most modest performance among the trio, with download and upload speeds of 5 Mb/s and 2 Mb/s, respectively. The ISP faces challenges with a higher latency of 122 ms, which is further reflected in its lower browsing and streaming scores of 35% and 50%. These figures, combined with an nPerf score of 15,788 nPoints, highlight significant areas for improvement.

## 4. Methodology



nPerf provides a **free tool to assess Internet connection quality** via its website and mobile apps (Android, iOS). Daily, thousands of people rely on nPerf for speed tests in their country, contributing to a comprehensive crowdsourced database covering all operators.

The study employs a strong filtering method to reflect real customer experiences on a specific network (mobile or fixed line). Measures are taken to prevent probes and measurement robots from affecting the results.

For mobile connections, we assess:

### ▼ Download bitrate :

Indicates the amount of data your connection can receive in one second from the nPerf server. The highest the measured value, the best is the bitrate of your connection.

### ▲ Upload bitrate :

Indicates the amount of data your connection can send in one second from the nPerf server. The highest the measured value, the best is the bitrate of your connection.

### ◄► Latency (ping) :

It indicated the delay a small packet of data requires to make a round-trip from your computer to the nPerf server. The shorter the delay, the most reactive your connection is. The main is the minimum value.



### Browsing performance :

The browsing test assesses the load time of the fully loaded pages, including images, javascript, CSS, and fonts, for the five most popular sites. This indicator reflects the user's perceived quality of the Internet network.



### Streaming performance :

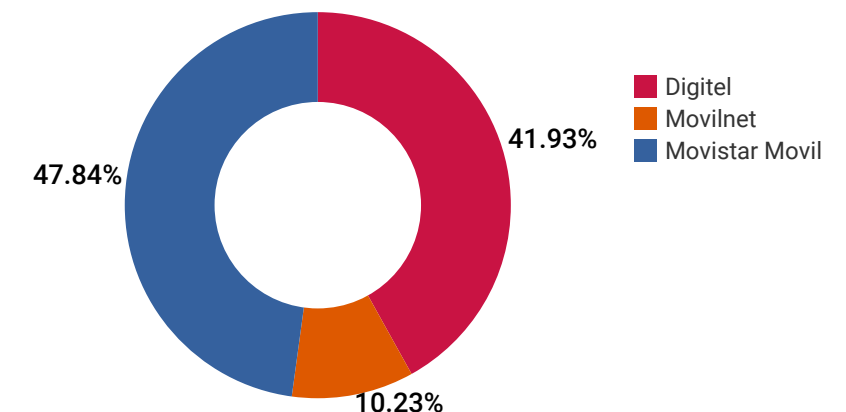
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the user's perceived quality of the Internet network.

Statistical precision is crucial in accurately determining winners. At nPerf, we prioritize test quality, precise reporting, and transparency. Analyzing a large volume of tests in this study, we've achieved 3 % precision for absolute values and 1 point for percentage-based results, highlighting the reliability and accuracy of our data.

For a more comprehensive understanding of the user experience, our report features test results during both Busy hours (6 PM to 11 PM) and Idle hours (the rest of the day). Busy hours, marked by network strain, can impact user experience through congestion. This approach helps in understanding how network performance fluctuates throughout the day.

We only include national Internet service providers with test share above 5% share. The chart below shows the overall test distribution for each service provider.

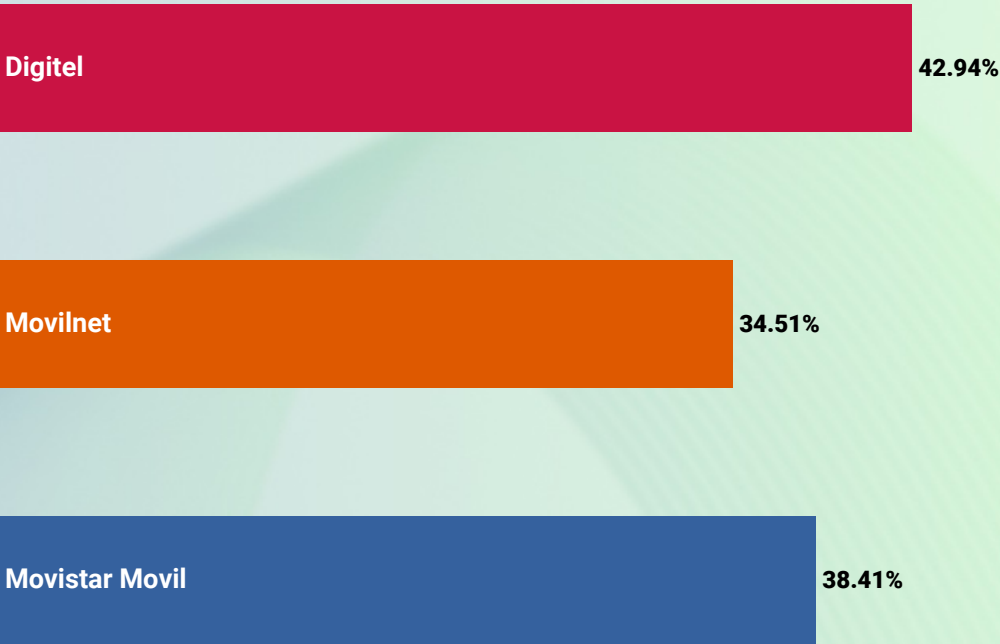
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



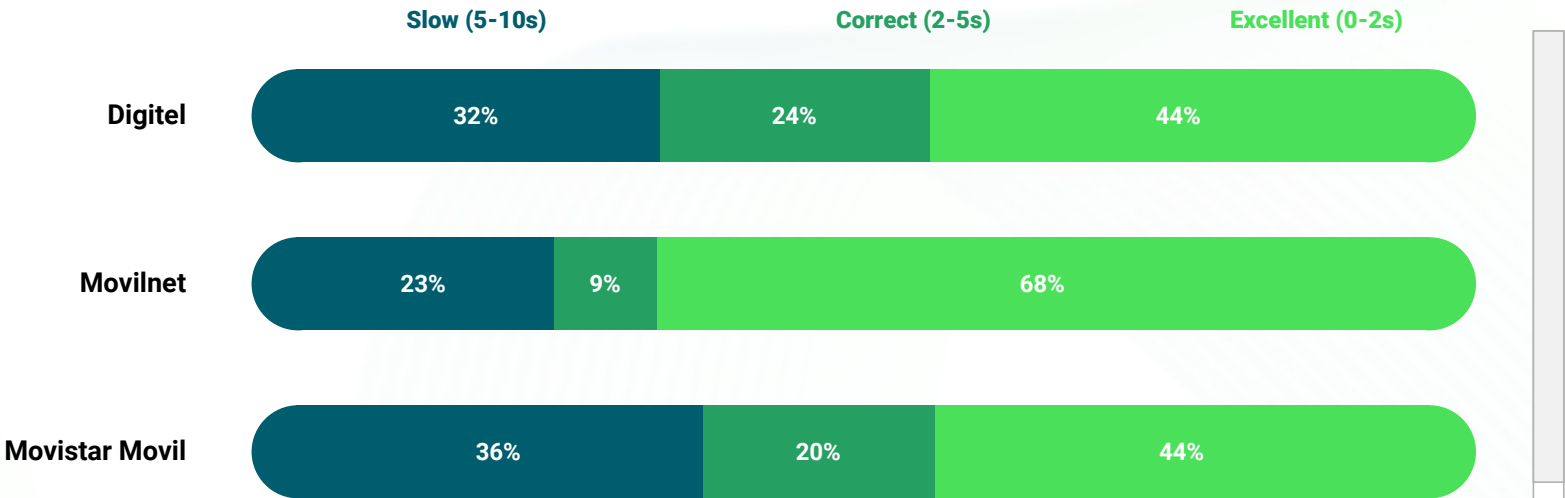
Browsing Performance rate (average)



Source : nperf.com

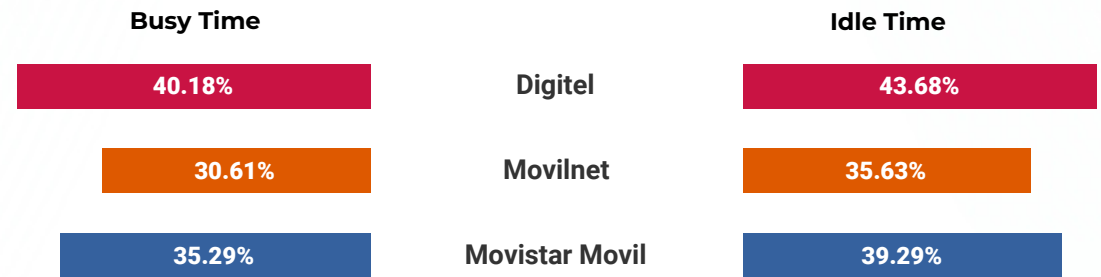
The subscribers of Digitel enjoyed the best mobile Internet browsing performance in 2023.

Browsing Performance results ventilation (average)



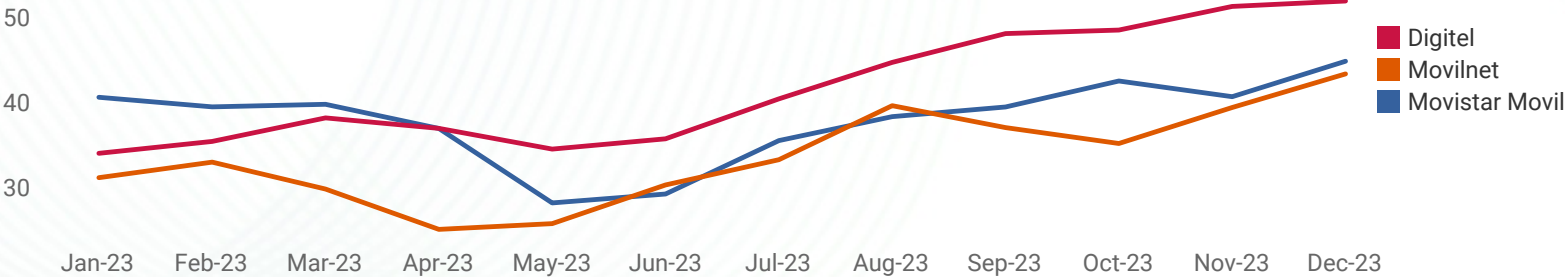
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

Browsing performance rate (average) evolution over the year

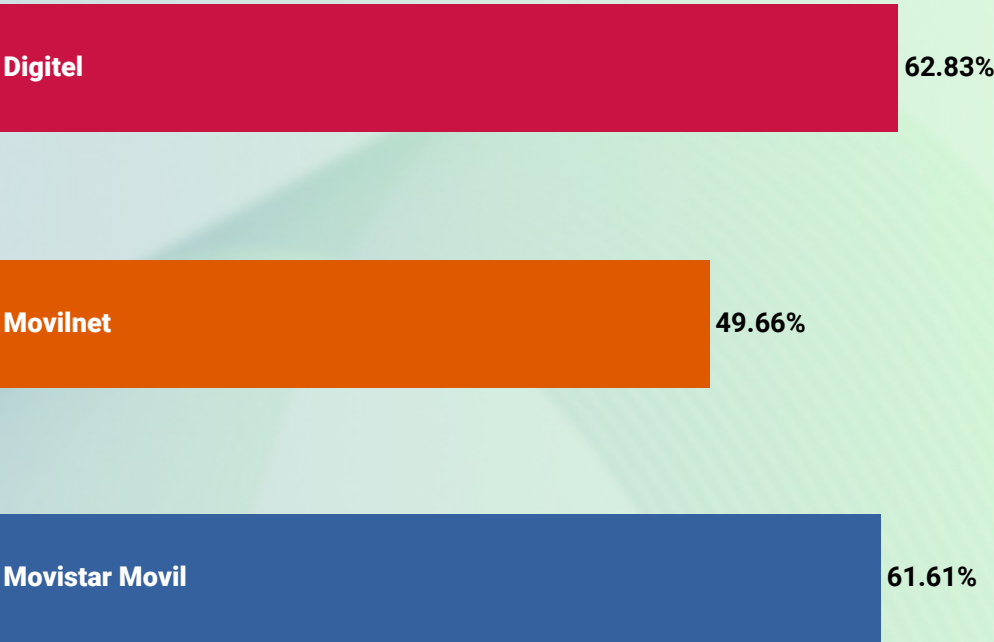


Source : nperf.com





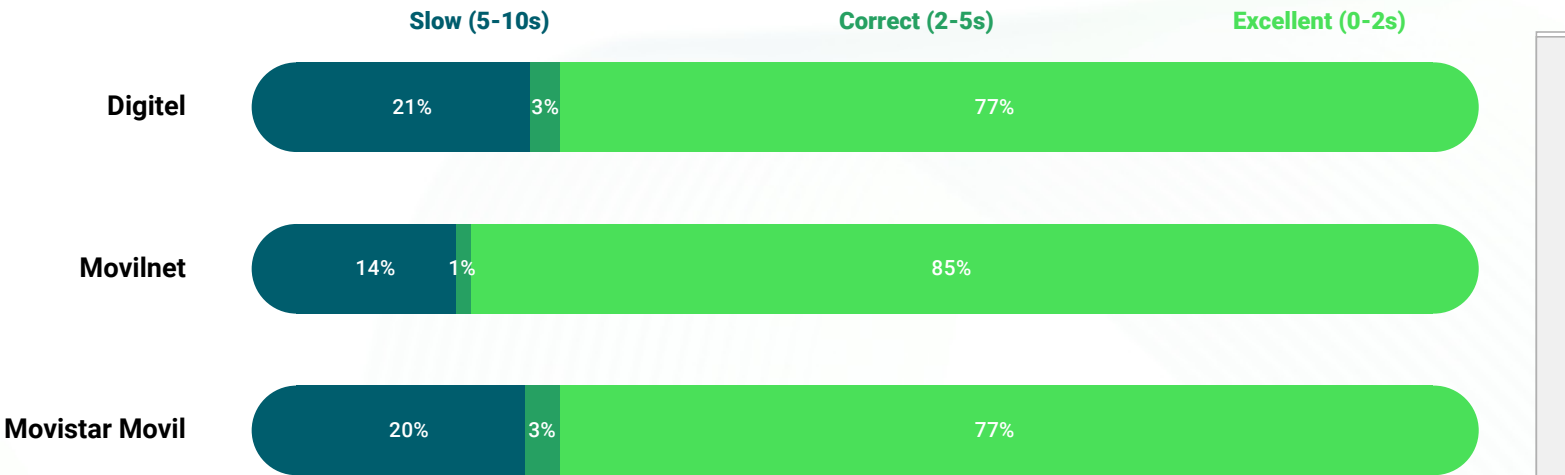
Streaming Performance rate (average)



Source : nperf.com

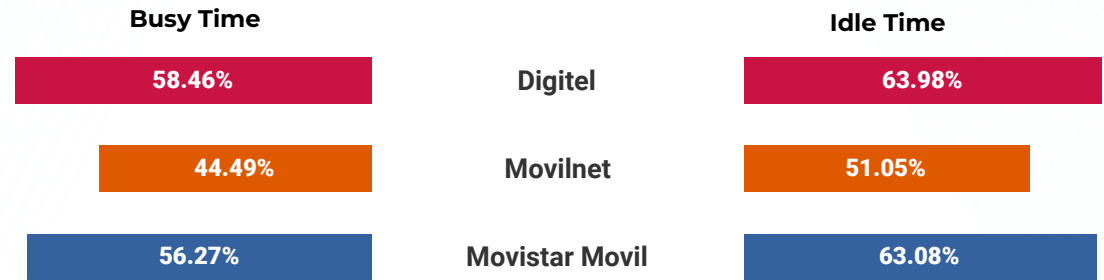
The subscribers of Digitel enjoyed the best mobile Internet streaming performance in 2023.

Streaming Performance results ventilation (average)



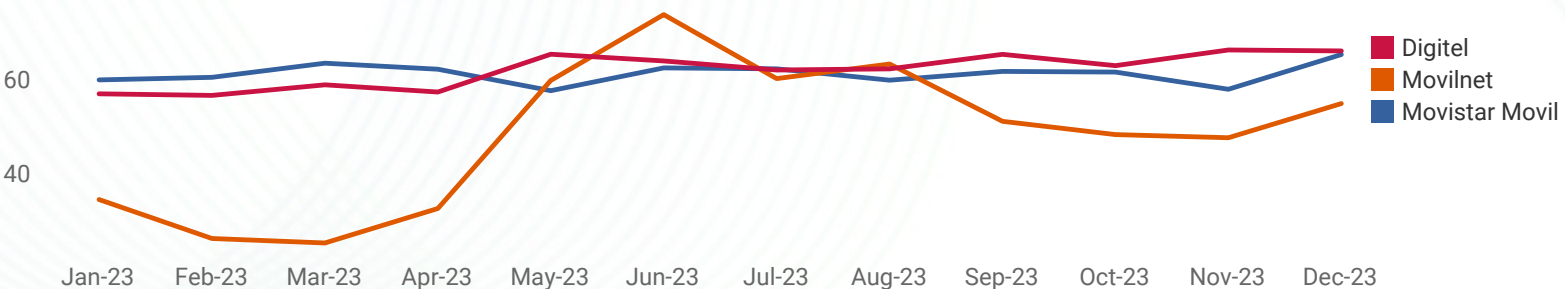
Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

Streaming performance rate (average) evolution over the year

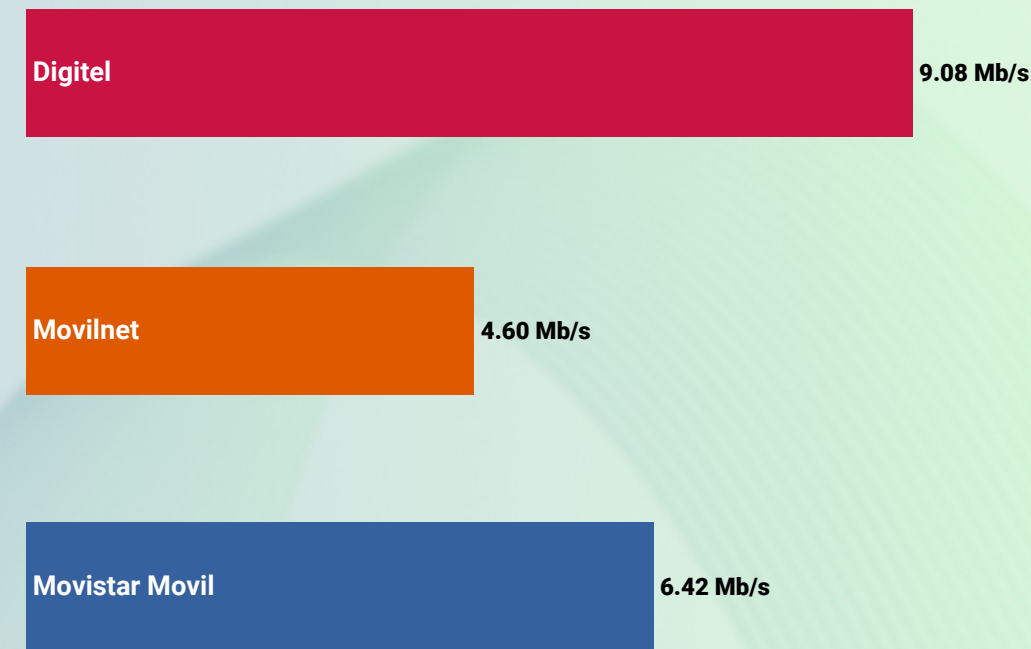


Source : nperf.com





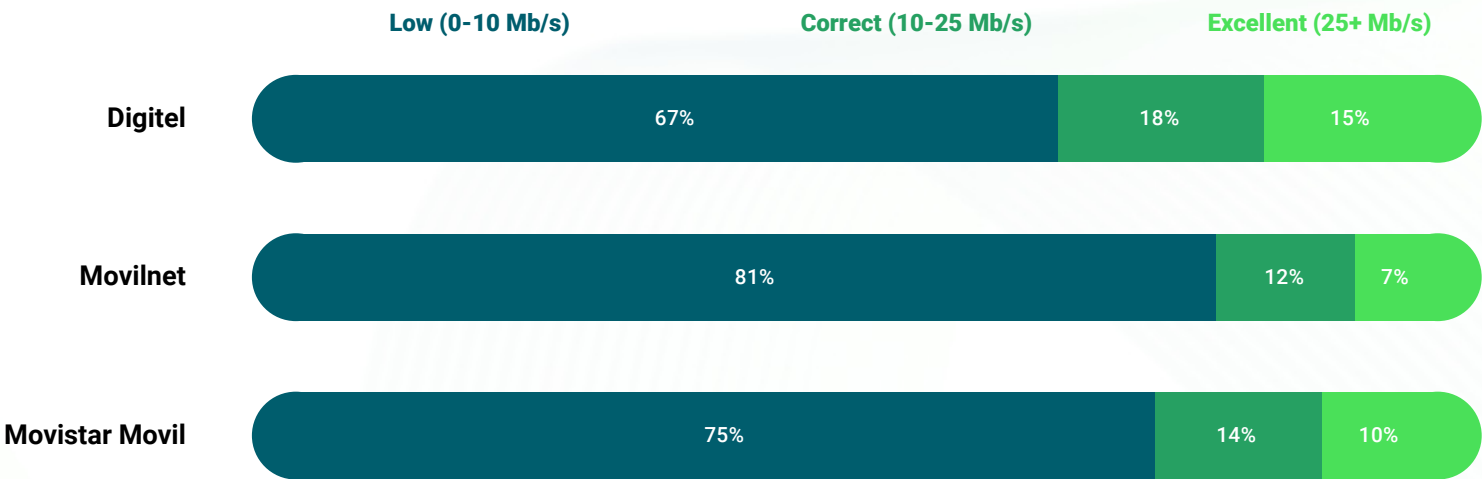
Download Speed (average)



Source : nperf.com

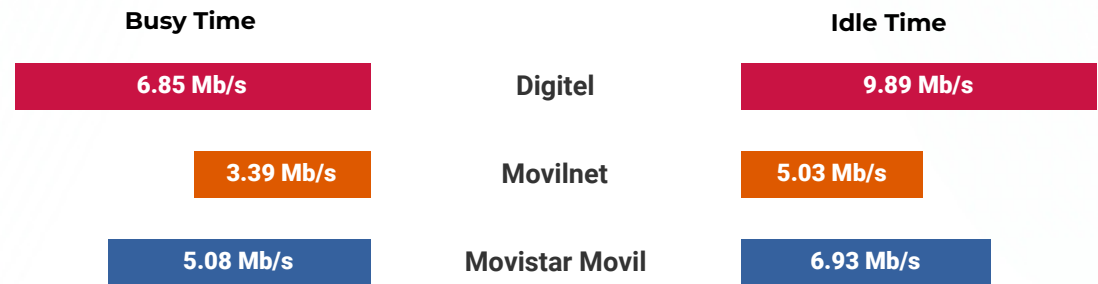
The subscribers of Digitel enjoyed the best average mobile Internet download speed in 2023.

Download Speed results ventilation (average)



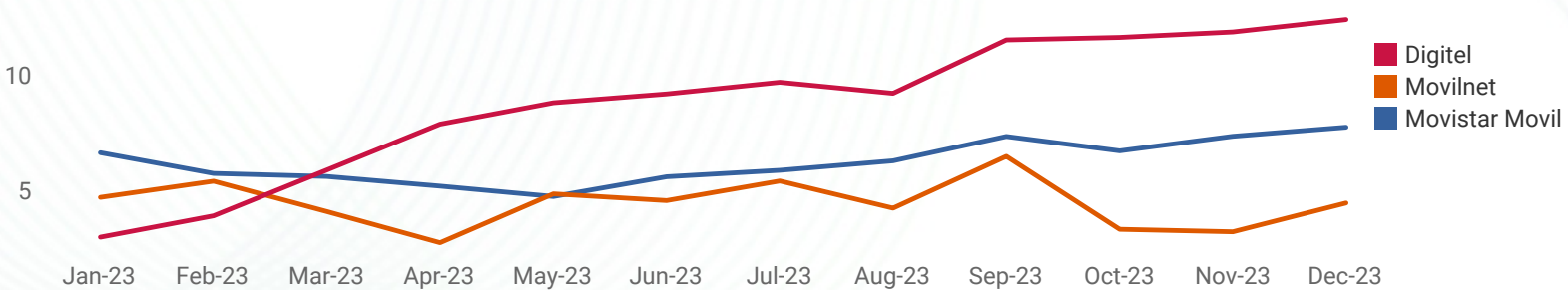
Source : nperf.com

Download Speed (average)



Source : nperf.com

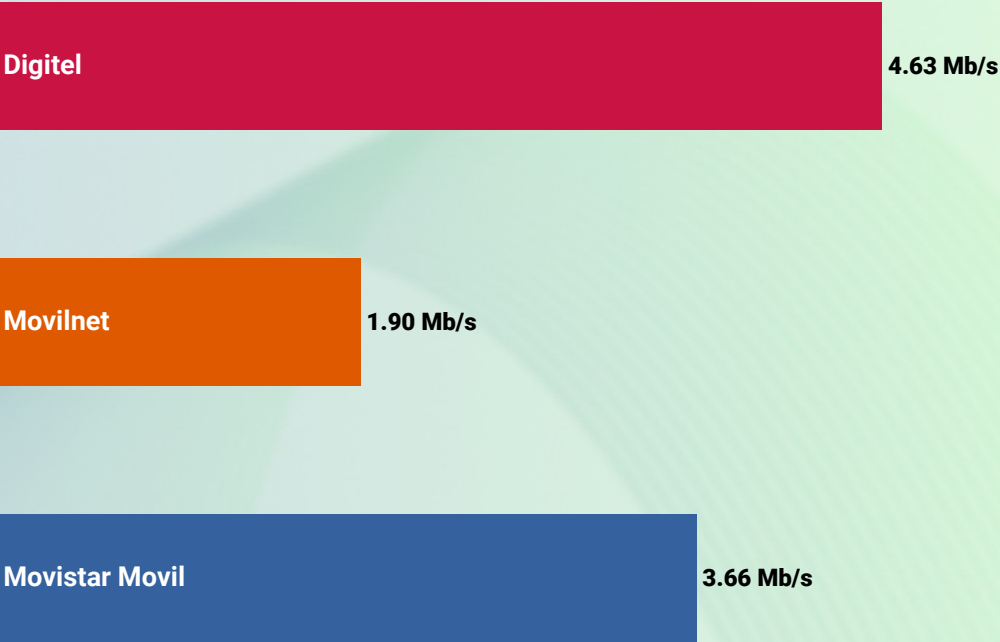
Download Speed evolution over the year (average)



Source : nperf.com



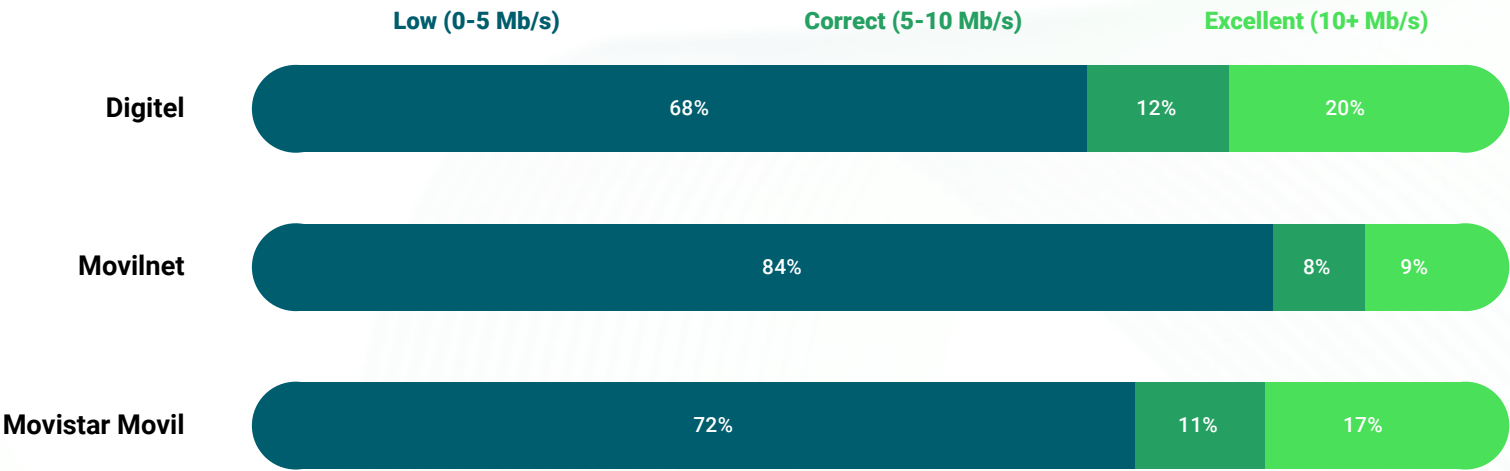
Upload Speed (average )



Source : nperf.com

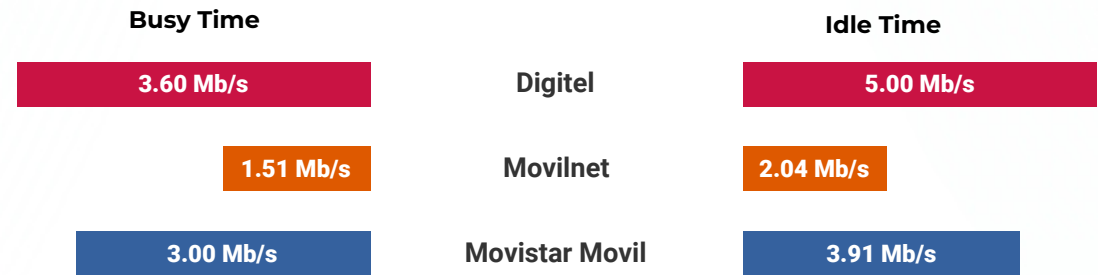
The subscribers of Digitel enjoyed the best average mobile Internet upload speed in 2023.

Upload Speed results ventilation (average)



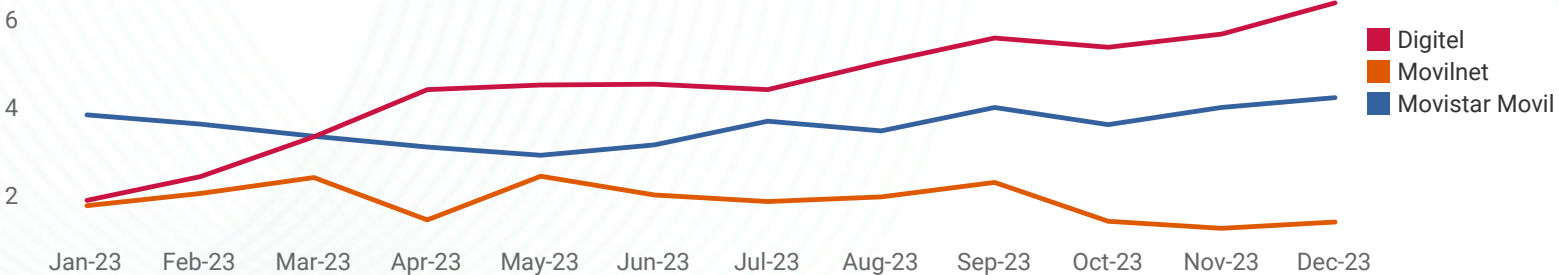
Source : nperf.com

Upload Speed (average )



Source : nperf.com

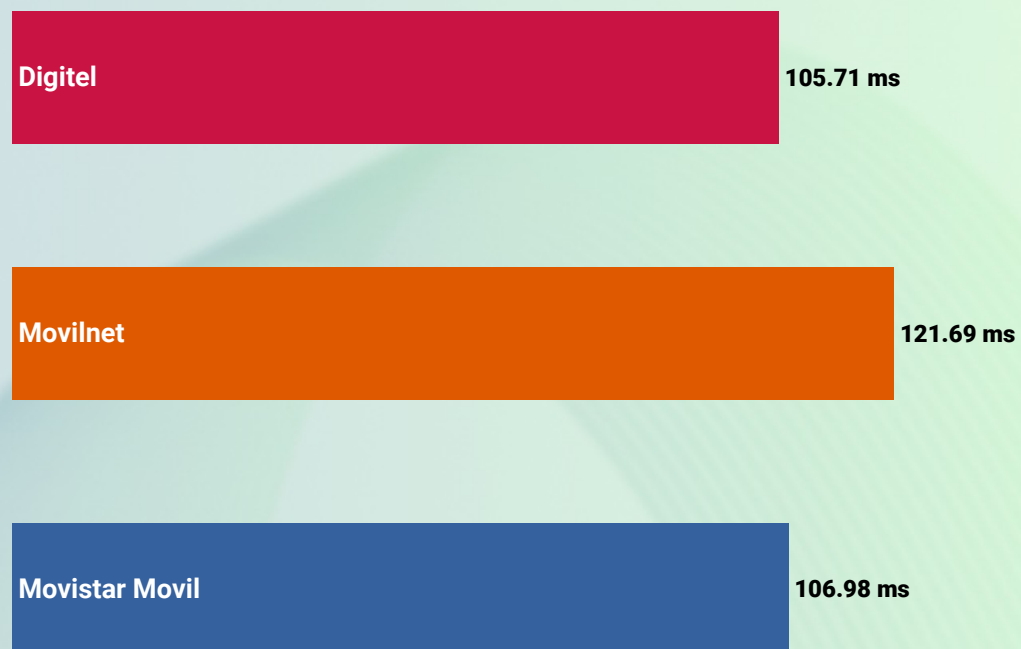
Upload Speed evolution over the year (average)



Source : nperf.com



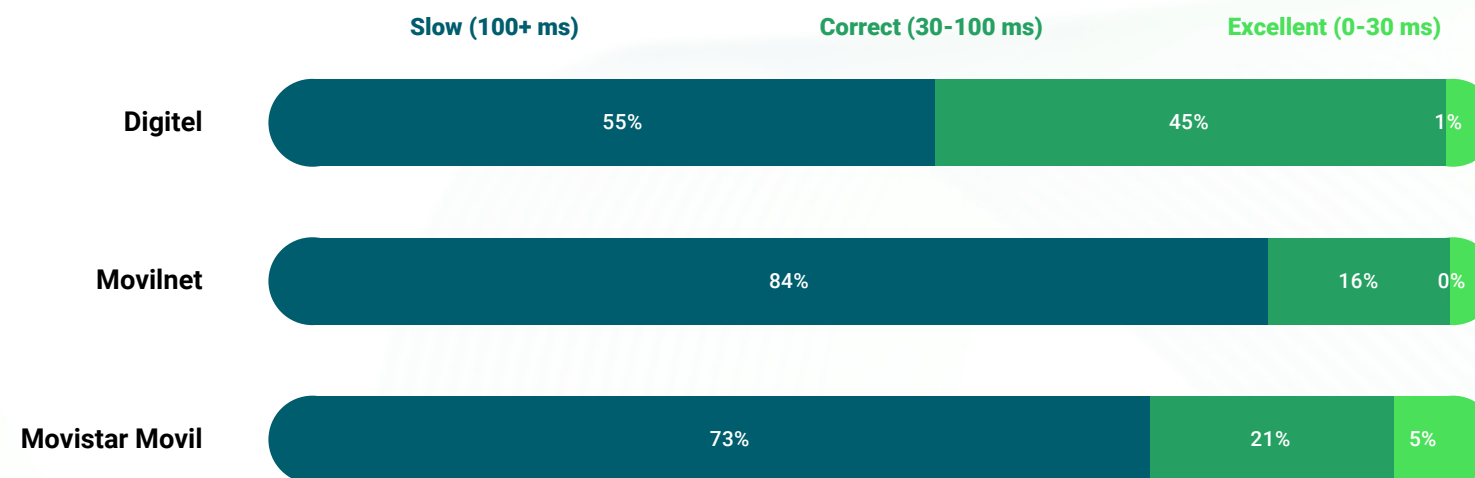
## Latency Speed (average)



Source : nperf.com

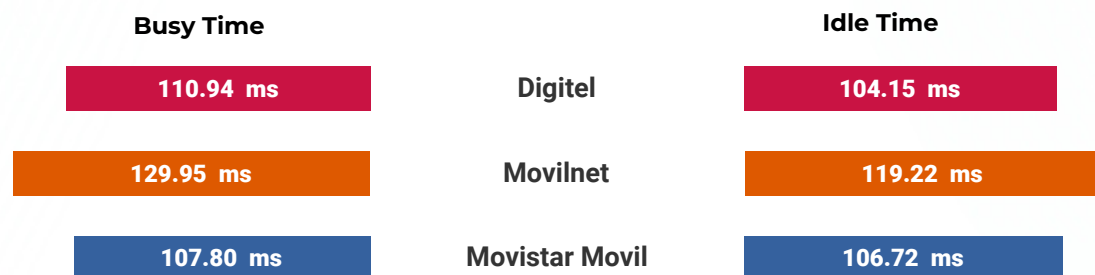
The subscribers of Digitel and Movistar Movil enjoyed the best average mobile Internet latency speed in 2023.

## Latency Speed results ventilation (average)



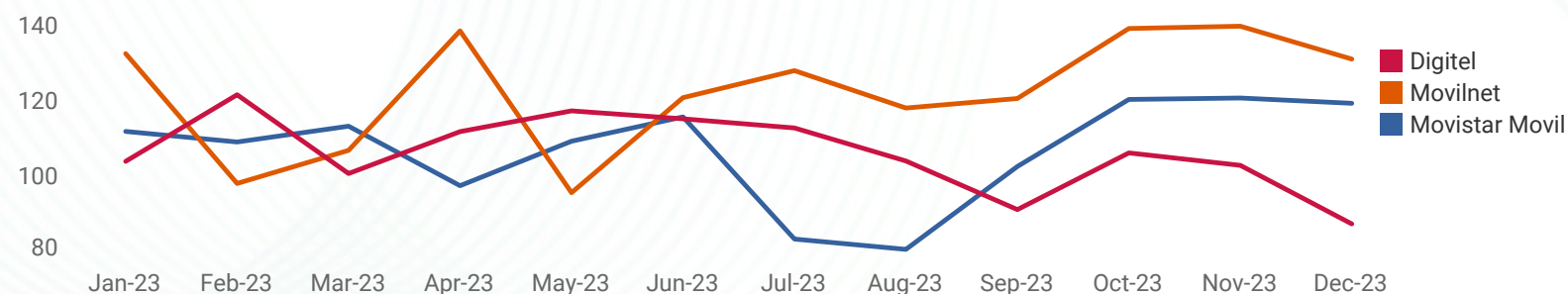
Source : nperf.com

## Latency Speed (average)



Source : nperf.com

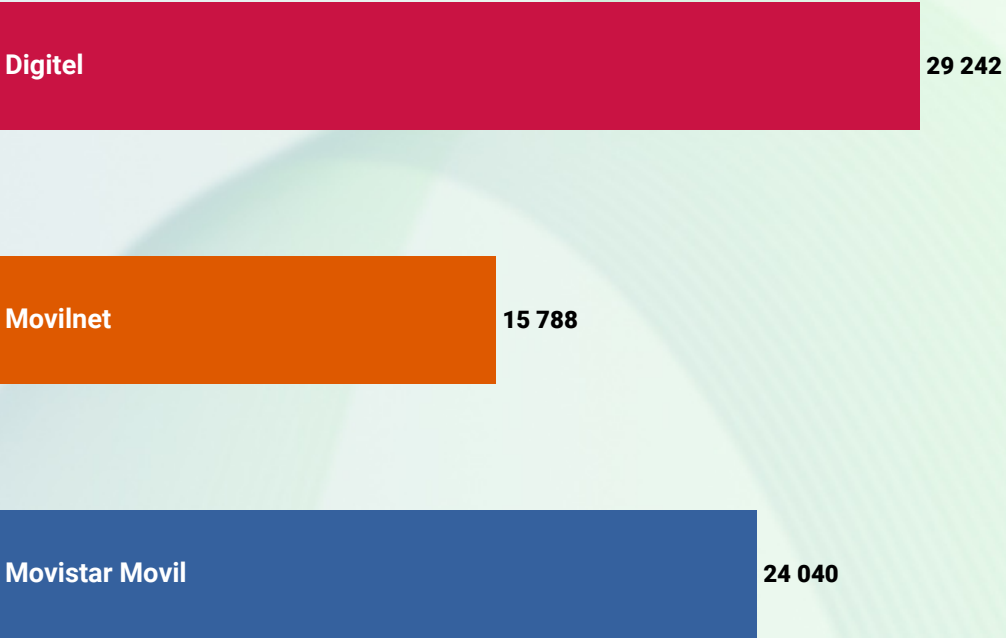
## Latency Speed evolution over the year (average)



Source : nperf.com



nPerf Score (nPoints)



Source : nperf.com

The subscribers of Digitel enjoyed the best mobile Internet performances in Venezuela during 2023.

The nperf score takes into account the measured bitrates, the latency and the Qoe tests. The value of the points for the rates and the latency is calculated on a logarithmic scale, to better represent the perception of the user.

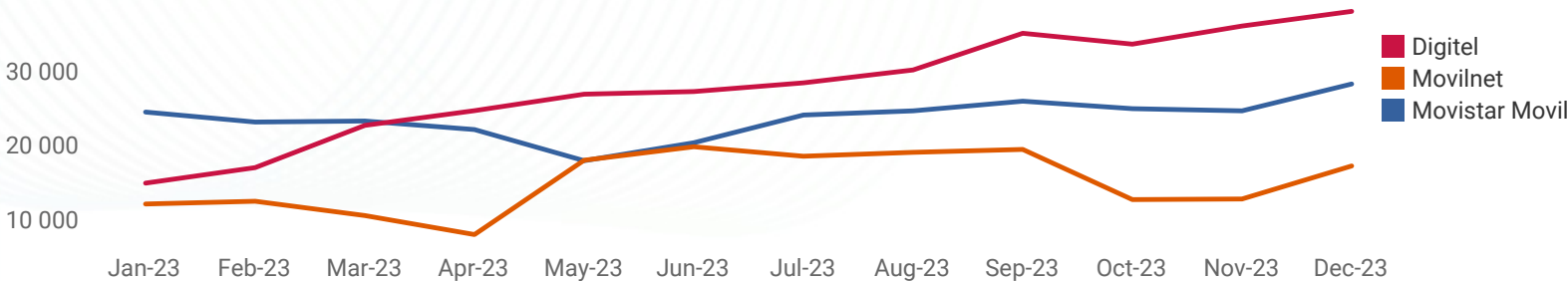
Thus, this score reflects the overall quality of the connection experienced by the user.

Source : nperf.com



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com

